

I. Current situation of youth service provision

Table 1 [Q1] Which method(s) do social workers (including the respondent) in your organization usually use when communicating with the youth? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=191)	Percentage of cases (Base=53)
Social networking websites	37	19.4%	69.8%
Telephone	32	16.8%	60.4%
Face-to-face interviews / home visits	31	16.2%	58.5%
Email	26	13.6%	49.1%
Instant messaging apps	22	11.5%	41.5%
SMS	8	4.2%	15.1%
Websites	8	4.2%	15.1%
Publications / Letters	7	3.7%	13.2%
Online instant messengers	5	2.6%	9.4%
Blogs	5	2.6%	9.4%
Activities	3	1.6%	5.7%
Online forums	1	0.5%	1.9%
Street outreach	1	0.5%	1.9%
Others	5	2.6%	9.4%
Total	191	100.0%	
Other responses that cannot be grouped:			
Training	1	0.5%	1.9%
YouTube	1	0.5%	1.9%
Self-invested system	1	0.5%	1.9%
Poster	1	0.5%	1.9%
Lecture course	1	0.5%	1.9%
Sub total	5	2.6%	9.4%

II. Comparison with traditional communication methods

Table 2 [Q2] Compared with the traditional methods, what do you think are the advantage(s) of using Internet communication tools, including WhatsApp, Line, WeChat, Facebook, social networking websites and interactive pages, etc., to reach out to the youth? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=112)	Percentage of cases (Base=53)
Fast / Instant responses	33	29.5%	62.3%
Easy to be accepted by the youth	20	17.9%	37.7%
Convenient	13	11.6%	24.5%
Can reach the youth proactively	9	8.0%	17.0%
Easy to keep in touch with the youth	6	5.4%	11.3%
More willing to voice their feelings & difficulties	5	4.5%	9.4%
Free from geographical constraints	4	3.6%	7.5%
Can reach a wider scope of teenagers	4	3.6%	7.5%
Low cost	4	3.6%	7.5%
Leave record for analysis	3	2.7%	5.7%
One-to-one interaction, can enhance privacy	2	1.8%	3.8%
Increase the youth's sense of security	1	0.9%	1.9%
Can reach the youth who always stay at home	1	0.9%	1.9%
Easy to establish relationships based on mutual trust	1	0.9%	1.9%
No advantages	1	0.9%	1.9%
Others	5	4.5%	9.4%
Total	112	100%	
Other responses that cannot be grouped:			
Interactivity	2	1.8%	3.8%
More effective and directive	1	0.9%	1.9%
More attractive and diversified	1	0.9%	1.9%
The function of message-leaving	1	0.9%	1.9%
Sub total	5	4.5%	9.4%

Table 3 [Q3] What do you think are the restriction(s) or difficult(ies) of using Internet communication tools to reach out to the youth?

	Frequency	Percentage of responses (Base=85)	Percentage of sample (Base=53)
Cannot obtain instant responses	9	10.6%	17.0%
The youth may not have / use these tools	8	9.4%	15.1%
Cannot pay attention to the youth's facial expression and gestures	7	8.2%	13.2%
Need to conduct counseling at night / after midnight	6	7.1%	11.3%
Insufficient resources / manpower	6	7.1%	11.3%
Difficult to keep in touch with the youth	5	5.9%	9.4%
Difficult to identify the youth's problems	5	5.9%	9.4%
Difficult to ensure information reliability	5	5.9%	9.4%
Cannot express thoroughly with words	5	5.9%	9.4%
Social workers not familiar with latest devices / Internet tools	4	4.7%	7.5%
Seems unreal	3	3.5%	5.7%
Difficult to seek out the youth in need through the Internet	3	3.5%	5.7%
Privacy protection	3	3.5%	5.7%
Difficult to understand the youth	1	1.2%	1.9%
Social workers cannot keep track of online information / topics	1	1.2%	1.9%
No restrictions / difficulties	4	4.7%	7.5%
Others	5	5.9%	9.4%
Don't know / hard to say	5	5.9%	9.4%
Total	85	100.0%	
Other responses that cannot be grouped:			
Design of the social network websites / apps may not be compatible with the need of the organization	2	2.4%	3.8%
Cannot ensure that whether the target has received the message or not	1	1.2%	1.9%
The necessity of inviting youths to join the chat group beforehand	1	1.2%	1.9%
Incompatible policy in advancing related services	1	1.2%	1.9%
Sub total	5	5.9%	9.4%

Table 4 [Q4] Generally speaking, do social workers in your organization use one account or multiple accounts to handle this kind of work?

	Frequency	Percent (Base=53)
Use one account	18	34.0%
Use multiple accounts	27	50.9%
No account	3	5.7%
Don't know / hard to say	5	9.4%
Total	53	100%

Table 5 [Q5] Is there any guideline provided by your organization to social workers, so they know under what circumstances they should disclose their social workers' identities when using Internet communication tools to reach out to the youth?

	Frequency	Percent (Base=53)
Yes	22	41.5%
No	28	52.8%
Don't know / hard to say	3	5.7%
Total	53	100%

[Read out: For the following questions, please assume there is an "Organization Cloud" system, which assists the front-line social workers in using Internet communication tools to reach out to the youth and handle the information of the target groups.]

Table 6 [Q6] If the system allows users to use a single login name to handle multiple Internet communication accounts (e.g. Facebook and Twitter), do you think it would help social workers in your organization to handle their daily tasks? Please use a scale of 0-10 marks to rate, in which 0 represents no help at all, 5 represents half-half, 10 represents great help.

	Frequency	Percent (Base=52)
1-2	2	3.8%
3-4	4	7.7%
5	5	9.6%
6-7	21	40.4%
8-9	18	34.6%
10	1	1.9%
Don't know / hard to say	1	1.9%
Total	52	100%
Missing	1	
Mean	6.6	
Standard Error	0.28	
Median	7.0	
Base	51	

Table 7 [Q7] If the system allows users to set up different discussion groups for the youth to share content, and social workers can monitor the information access control and content in the discussion groups, do you think it would help social workers in your organization to handle their daily tasks? Please use a scale of 0-10 marks to rate, in which 0 represents no help at all, 5 represents half-half, 10 represents great help.

	Frequency	Percent (Base=53)
0	1	1.9%
1-2	1	1.9%
3-4	5	9.4%
5	13	24.5%
6-7	21	39.6%
8-9	10	18.9%
Don't know / hard to say	2	3.8%
Total	53	100%
Mean	6.0	
Standard Error	0.27	
Median	6.0	
Base	51	

Table 8 [Q8] Then if this organization cloud-based system enables multimedia communications with the youth, such as text messages and video, do you think it would help social workers in your organization to handle their daily tasks? Please use a scale of 0-10 marks to rate, in which 1 represents no help at all, 5 represents half-half, 10 represents great help.

	Frequency	Percent (Base=53)
1-2	2	3.8%
3-4	3	5.7%
5	12	22.6%
6-7	15	28.3%
8-9	16	30.2%
10	3	5.7%
Don't know / hard to say	2	3.8%
Total	53	100%
Mean	6.5	
Standard Error	0.28	
Median	7.0	
Base	51	

III. Directions for youth service development

Table 9 [Q9] What do you think would encourage the youth to use Internet communication tools more when communicating with social workers? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=74)	Percentage of cases (Base=53)
Content & info of platform should match youth's taste / interest	17	23.0%	32.1%
Promotion	8	10.8%	15.1%
Easy / convenient for the youth to use	6	8.1%	11.3%
Social workers / staff always provide instant response	5	6.8%	9.4%
Set up discussion forums	4	5.4%	7.5%
Set up chat rooms	2	2.7%	3.8%
Launch Internet games	1	1.4%	1.9%
Regular activities for creative exchanges	1	1.4%	1.9%
Set up Internet radio	1	1.4%	1.9%
Set up reward schemes that encourage frequent browsing	1	1.4%	1.9%
No method	4	5.4%	7.5%
Others	10	13.5%	18.9%
Don't know / hard to say	14	18.9%	26.4%
Total	74	100%	
Other responses that cannot be grouped:			
Face-to-face contact is more preferable	1	1.4%	1.9%
Diversified services	1	1.4%	1.9%
More frequent use of social network	1	1.4%	1.9%
Set a clear goal of communication	1	1.4%	1.9%
Peer influence	1	1.4%	1.9%
Lead by social workers	1	1.4%	1.9%
Provide more internet-connected areas	1	1.4%	1.9%
Provide more opportunity for internet browsing	1	1.4%	1.9%
Keep a good relationship with the youth	1	1.4%	1.9%
Use video clips / pictures to replace writings	1	1.4%	1.9%
Sub total	10	13.5%	18.9%

Table 10 [Q10] Would you anticipate your organization would increase resources in further promoting the use of Internet communication tools in youth service in the coming year?

	Frequency	Percent (Base=53)
Yes	25	47.2%
No	23	43.4%
Don't know / hard to say	5	9.4%
Total	53	100%

Table 11 [Q11] What kind of IT support do you think your organization needs the most when using Internet communication tools in providing youth services? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=93)	Percentage of sample (Base=53)
Well-equipped computer facilities	21	22.6%	39.6%
IT training	11	11.8%	20.8%
Professionals to develop websites	9	9.7%	17.0%
A stable mobile communications network	9	9.7%	17.0%
Professionals to develop mobile apps	6	6.5%	11.3%
Professionals to monitor the server	5	5.4%	9.4%
Service management system	4	4.3%	7.5%
Simple and easy-to-use online interactive platforms	3	3.2%	5.7%
A stable fixed communications network	3	3.2%	5.7%
Privacy protection for online communication	3	3.2%	5.7%
Online donation system	2	2.2%	3.8%
Archive / backup copy for online communication	1	1.1%	1.9%
No need	7	7.5%	13.2%
Others	5	5.4%	9.4%
Don't know / hard to say	4	4.3%	7.5%
Total	93	100.0%	
Other responses that cannot be grouped:			
Data mining	1	1.1%	1.9%
Set up a system to share the information of the same case by different organizations	1	1.1%	1.9%
More promotion	1	1.1%	1.9%
Related guidelines	1	1.1%	1.9%
Provide subsidy to software design in order to achieve a more effective result	1	1.1%	1.9%
Sub total	5	5.4%	9.4%

Table 12 [Q12] Do you think the Government should provide support to youth servicing organizations in using Internet communication tools? If yes, what kind of assistance do you think the government should provide? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=101)	Percentage of sample (Base=53)
Provide subsidies for purchasing hardware	21	20.8%	39.6%
Provide training	20	19.8%	37.7%
Provide subsidies for purchasing software	15	14.9%	28.3%
Set up a regular subsidy mode	12	11.9%	22.6%
Through one-off specified subsidy	8	7.9%	15.1%
Provide relevant guidelines, e.g. privacy protection	8	7.9%	15.1%
Assist in network service, e.g. public Wifi	6	5.9%	11.3%
Assist in promotion	4	4.0%	7.5%
Communication record	1	1.0%	1.9%
No suggestion	1	1.0%	1.9%
No	3	3.0%	5.7%
Don't know / hard to say	2	2.0%	3.8%
Total	101	100.0%	

Table 13 [Q13] Does your organization provide any guideline to staff on security measures in using Internet communication tools, such as archiving, backup and privacy protection of using Internet communication tools?

	Frequency	Percent (Base=53)
Yes	34	64.2%
No	16	30.2%
Don't know / hard to say	3	5.7%
Total	53	100%

Table 14 [Q14] Would your organization consider switching the Internet communication tools from “public cloud” to the organization’s “private cloud” system?

	Frequency	Percent (Base=53)
Yes [Skip to Q15a]	17	32.1%
No [Skip to Q15b]	33	62.3%
Don't know / hard to say [Skip to DM1]	3	5.7%
Total	53	100%

Table 15 [Q15a] Why yes? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=22)	Percentage of sample (Base=17)
Better protected information security	14	63.6%	82.4%
More confident in the system of my organization	2	9.1%	11.8%
The system of my organization is more stable	2	9.1%	11.8%
Advised by the information technology department of my organization	1	4.5%	5.9%
Others	2	9.1%	11.8%
Don't know / hard to say	1	4.5%	5.9%
Total	22	100.0%	
Other responses that cannot be grouped:			
More convenient	1	4.5%	5.9%
More flexible	1	4.5%	5.9%
Sub total	2	9.1%	11.8%

Table 16 [Q15b] Why not? [Do not read out options, multiple answers allowed]

	Frequency	Percentage of responses (Base=42)	Percentage of sample (Base=33)
Lack of resources to set up a "private cloud" system	21	50.0%	63.6%
Security issues	6	14.3%	18.2%
The absence of an information technology department in my organization to manage a "private cloud" system	4	9.5%	12.1%
Not sure about its advantages	4	9.5%	12.1%
The system of my organization is not very stable	1	2.4%	3.0%
Others	4	9.5%	12.1%
Don't know / hard to say	2	4.8%	6.1%
Total	42	100.0%	
Other responses that cannot be grouped:			
Do not want to manage a "private cloud" system, believe in the privacy protection of the "public cloud"	1	2.4%	3.0%
A "private cloud" system has already been set up in my organization	1	2.4%	3.0%
No reason	1	2.4%	3.0%
No need	1	2.4%	3.0%
Sub total	4	9.5%	12.1%